



2151

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:	§	Docket Number: 11433RRUS01U
Holden, et al.,	§	(22171.177.02)
	§	
Serial No.: 09/735,427	§	Customer No. 27683
	§	
Filed: December 12, 2000	§	Group Art Unit: 2151
	§	
For: SYSTEM AND METHOD FOR	§	Examiner: Phillips, Hassan A.
DYNAMIC QUEUING IN AN	§	
AUTOMATIC CALL DISTRIBUTOR	§	

**AMENDMENT**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

Prior to the examination of the previously submitted Request for Continued Examination (RCE), please amend the claims as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin on page 7 of this paper.